

PATIENT SERVICES: FOCUSING ON EQUITY AND INCLUSION SO EVERYONE WINS!

Satellite Conference and Live Webcast

Wednesday, April 17, 2019, 10:00-11:30 a.m. (Central Time)
11:00 a.m.-12:30 p.m. (Eastern) • 9:00-10:30 a.m. (Mountain) • 8:00-9:30 a.m. (Pacific)



PROGRAM OBJECTIVES:

1. Define disability and enhance participants' understanding of the different types of disabilities.
2. Increase participants' understanding of the importance of People First Language.
3. Define culture and enhance participants' understanding of the influence of culture on health care services.

CONFERENCE DETAILS:

Target Audience: Health Care Providers and Alabama Department of Public Health employees

Continuing Education: Nurses 1.5 hours, Social Workers 1.5 hours

**Non-ADPH employees are charged a fee to receive CE Certificates.*

Additional information can be found at www.alabamapublichealth.gov/alphtn

Registration: www.alabamapublichealth.gov/alphtn

Technical Information: To receive complete technical information you must register at www.adph.org/alphtn

Satellite - Live satellite conference on C band (analog).

Webcast - Watch with RealPlayer or Windows Media Player. Test your computer with the "test connection link" at www.alabamapublichealth.gov/alphtn

Audio - To listen by phone, call 1-888-557-8511. Enter access code 972-1530 #.
Press # again to listen to the conference.

On Demand - Available 2-3 business days after the live broadcast from the On Demand page of our website.

Conference Materials: Posted on our website approximately one week before the program for registered participants.

Conference Details Questions: Call: 334-206-5618 | Email: alphtn@adph.state.al.us

This program will enhance participants' understanding of culture, cultural competency, disability, and people first language. Presenters will discuss the importance of cultural sensitivity in providing appropriate and effective patient care. Aspects of best practices will be outlined to help participants learn how to manage roadblocks to cultural sensitivity and diversity while emphasizing the potential for positive outcomes when best practices are integrated into the organizational culture.

FACULTY:

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The Alabama Department of Public Health is an approved provider of continuing nursing education by the Alabama State Nurses Association, an accredited approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation

The Alabama Department of Public Health is an approved provider of continuing social work education by the Alabama Board of Social Work Examiners.

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